

# Exhibit 7

**Infringement Claim Chart for U.S. Pat. No. US10491748B1 v. Rent-a-Wreck ("Defendant")**

Claim11	Evidence
<p>11. A method for assigning communications , comprising:</p>	<p>The Rent-a-Wreck customer service platform performs a method for assigning communications.</p> <p>For example, the Rent-a-Wreck customer service platform assigns incoming calls (including SMS and live chats) to call center agents.</p> <div data-bbox="833 547 1575 1140" data-label="Image"> </div> <p>Source: <a href="https://www.rentawreck.com/contact.htm">https://www.rentawreck.com/contact.htm</a></p>

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### Facts for Customers

#### Renting a car

Renting a car can be confusing, especially if you are a first-time renter or don't understand the terminology involved. The following information is intended to clarify some car rental industry terminology and provide a guide to car rental for those unfamiliar with the process.

#### Understanding the Terms and Charges

Always ask about charges before you sign your car rental agreement. If you are not sure about a specific charge or have questions about the language on your rental contract, ask questions at the counter. Your friendly Rent-A-Wreck customer service representative will be glad to help.

Source: <https://www.rentawreck.com/helpful-information.htm>

### Customer Care

Your name

Your email

Subject

- Select a subject -



Reservation Number

Message

Submit

Source: <https://www.rentawreck.com/initchat.html>

receiving a plurality of

The Rent-a-Wreck customer service platform receives multiple respective communications that are to be associated with a respective resource selected from

respective communications for association with a respective resource selected from a plurality of resources;

multiple resources.

For example, the Rent-a-Wreck customer service platform receives multiple incoming calls (e.g. including phone calls, SMS and live chats) from customers requesting support or information. Each incoming call is to be assigned, by the customer service platform, to a call center agent who can help the customer with the customer's request.

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13900 Laurel Lakes Avenue  
Suite 100  
Laurel, MD 20707

Source: <https://www.rentawreck.com/contact.htm>

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## Customer Care

Your name

Your email

Subject

- Select a subject -

- Select a subject -

I want help with new reservation

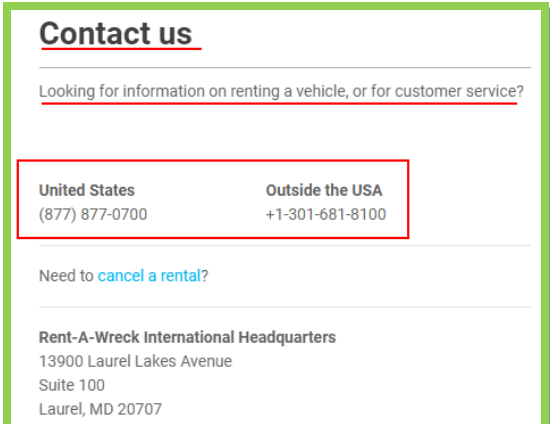
I already have a reservation

I forgot my reservation number

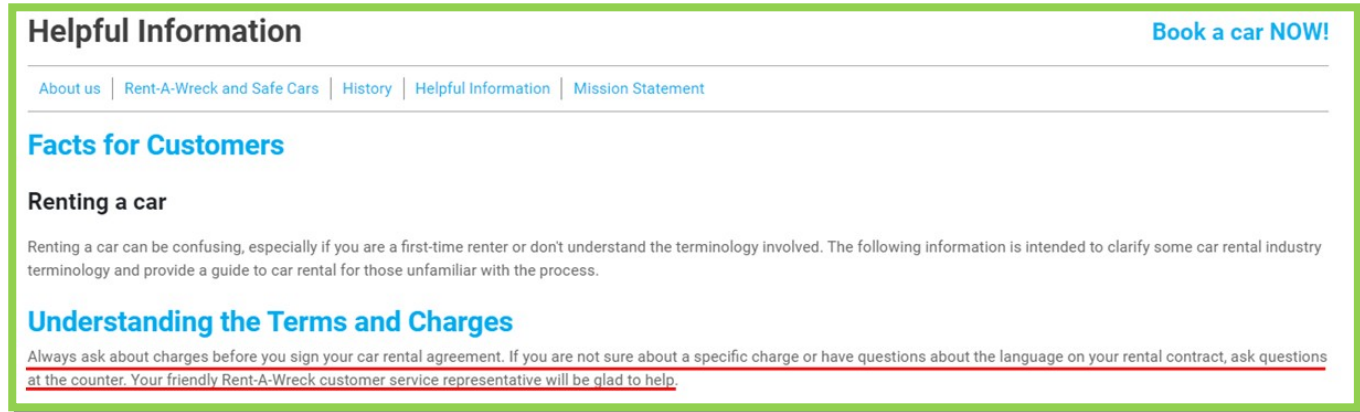
I want to cancel my reservation

Other

[Submit](#)

	Source: <a href="https://www.rentawreck.com/initchat.html">https://www.rentawreck.com/initchat.html</a>
identifying a plurality of resources available for association with a respective communication and capable of handling the respective communication, each available resource having a limited quantitative capacity for association with multiple communications and an availability state;	<p>The Rent-a-Wreck customer service platform identifies multiple resources that are available for association with a respective communication and are capable of handling the respective communication. Each available resource has a limited quantitative capacity for association with multiple communications and an availability state.</p> <p>For example, the Rent-a-Wreck customer service platform uses one or more of interactive voice response (e.g. language), caller identification (e.g. user account profile) and customer relationship management information to determine the nature of a call and thereby, the required skill of a call center agent to handle the call. Based on the required skill set, the customer service platform identifies call center agents (i.e. resources) who possess the skill set and are therefore capable of handling the call. Those identified agents who are immediately, or will soon be, available to handle the call are deemed by the customer service platform to be available to handle the call. Each call center agent is typically handling only one call at any moment but can be assigned to multiple calls that are waiting in a queue, the size of which is dependent on various factors (e.g. call volume during peak season).</p> 

Source: <https://www.rentawreck.com/contact.htm>



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**Facts for Customers**

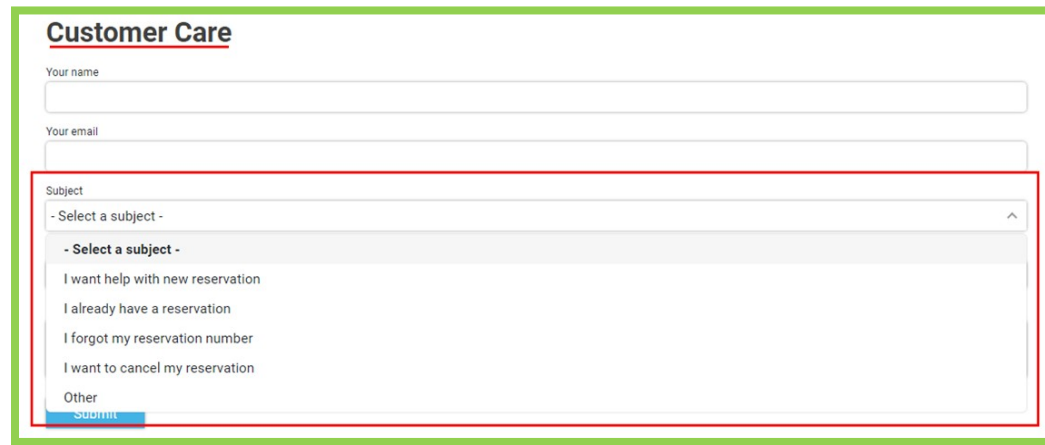
**Renting a car**

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**Customer Care**

Your name

Your email

Subject

- Select a subject -

- Select a subject -

I want help with new reservation

I already have a reservation

I forgot my reservation number

I want to cancel my reservation

Other

Source: <https://www.rentawreck.com/initchat.html>

[Live Chat](#)

[Login](#)

[Create Account](#)



[\(877\) 877-0700](tel:(877)877-0700)

Source: <https://www.rentawreck.com/helpful-information.htm>

#### What services does Rent-A-Wreck offer?

Rent-A-Wreck offers its services in car rental industry.

#### How to write a complaint about Rent-A-Wreck?

To write a complaint about Rent-A-Wreck and get an answer from the officials of Rent-A-Wreck, Complaintsboard.com's objective complaint writing and answer providing system can be used. Product shipment, payment, communication, billing, and any kind of service-related complaint about Rent-A-Wreck can be filed via the specific Rent-A-Wreck complaint section.



**Is ComplaintsBoard.com associated with Rent-A-Wreck?**

ComplaintsBoard.com is not affiliated, associated, authorized, endorsed by, or in any way officially connected with Rent-A-Wreck Customer Service. Initial Rent-A-Wreck complaints should be directed to their team directly. You can find contact details for Rent-A-Wreck above.

ComplaintsBoard.com is an independent complaint resolution platform that has been successfully voicing consumer concerns since 2004. We are doing work that matters - connecting customers with businesses around the world and help them resolve issues and be heard.

Source: <https://www.complaintsboard.com/rent-a-wreck-b126894/contacts>

calculating a respective score associated with each available resource dependent on the availability state of a respective available resource;

The Rent-a-Wreck customer service platform calculates a respective score associated with each available resource dependent on the availability state of a respective available resource.

For example, for each available agent, the Rent-a-Wreck customer service platform determines an estimated wait time that the caller will remain in a queue or on-hold before the agent can take the call (e.g. to prioritize urgent communications).

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### Customer Care

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- Select a subject -

- Select a subject -

I want help with new reservation

I already have a reservation

I forgot my reservation number

I want to cancel my reservation

Other

[Submit](#)

Source: <https://www.rentawreck.com/initchat.html>

	<div data-bbox="667 245 1780 365"> <p><b>What services does Rent-A-Wreck offer?</b></p> <p><u>Rent-A-Wreck offers its services in car rental industry.</u></p> </div> <div data-bbox="667 410 1780 690"> <p><b>How to write a complaint about Rent-A-Wreck?</b></p> <p><u>To write a complaint about Rent-A-Wreck and get an answer from the officials of Rent-A-Wreck, Complaintsboard.com's objective complaint writing and answer providing system can be used. Product shipment, payment, communication, billing, and any kind of service-related complaint about Rent-A-Wreck can be filed via the specific Rent-A-Wreck complaint section.</u></p> </div> <div data-bbox="646 716 1808 1161"> <p><b>Is ComplaintsBoard.com associated with Rent-A-Wreck?</b></p> <p>ComplaintsBoard.com is not affiliated, associated, authorized, endorsed by, or in any way officially connected with Rent-A-Wreck Customer Service. <u>Initial Rent-A-Wreck complaints should be directed to their team directly. You can find contact details for Rent-A-Wreck above.</u></p> <p><u>ComplaintsBoard.com is an independent complaint resolution platform that has been successfully voicing consumer concerns since 2004. We are doing work that matters - connecting customers with businesses around the world and help them resolve issues and be heard.</u></p> </div> <p>Source: <a href="https://www.complaintsboard.com/rent-a-wreck-b126894/contacts">https://www.complaintsboard.com/rent-a-wreck-b126894/contacts</a></p>
estimating an expected	The Rent-a-Wreck customer service platform estimates an expected economic value to be obtained by associating each respective communication with each respective

economic value to be obtained by associating each respective communication with each respective available resource, dependent on at least the score and a respective communication-content dependent value function of an outcome of a respective communication associated with a respective available resource; and

available resource. The estimated economic value is dependent on at least the score and a respective communication-content dependent value function of an outcome of a respective communication associated with a respective available resource.

For example, for a given call, the Rent-a-Wreck customer service platform determines, from the group of available agents, an appropriate agent for handling the call. This determination is dependent on the estimated wait time before the call is routed to the particular agent and how well the requirements of the call match the skill profile of the particular agent.

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I want help with new reservation

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Other

[Submit](#)

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assigning each of the plurality of respective communications	The Rent-a-Wreck customer service platform assigns each of the multiple respective communications to one of the multiple resources based on at least the estimated expected economic value to be obtained by associating each respective communication with each respective resource.

to one of the plurality of resources based on at least the estimated expected economic value to be obtained by associating each respective communication with each respective resource.

For example, based on the estimated expected economic value by Customer feedback survey & rating and the skilled agent by analysis of skills, the Rent-a-Wreck Customer Service system selects a call center agent to handle the call and connects that agent with the caller.

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Other

[Submit](#)

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### **Overview of Rent-A-Wreck complaint handling**

8 Rent-A-Wreck reviews first appeared on Complaints Board on Oct 15, 2008. The latest review

The car was in undriveable condition. Did not take it. I want my money back. Please help. was posted on Apr 9, 2017. The latest complaint

Rude Counterhelp, Deceptive business practices was resolved on May 04, 2011. Rent-A-Wreck has an average consumer rating of 4 stars from 8 reviews. Rent-A-Wreck has resolved 5 complaints.

Source: <https://www.complaintsboard.com/rent-a-wreck-b126894/contacts>